

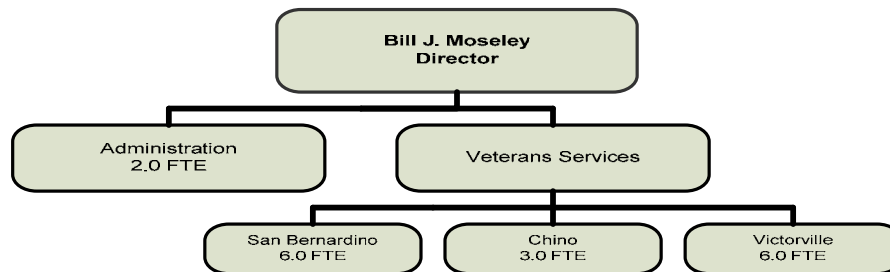
## VETERANS AFFAIRS

### Bill Moseley

#### I. MISSION STATEMENT

The Department of Veterans Affairs promotes veterans' rights, issues, and access to services and benefits. It works with community organizations, local, state, and federal agencies to identify and obtain benefits for all veterans and their families.

#### II. ORGANIZATIONAL CHART



#### III. DESCRIPTION OF MAJOR SERVICES

According to the Secretary of the U.S. Department of Veterans Affairs, approximately one out of every three people in the United States is a potential VA beneficiary. In San Bernardino County, this means approximately 565,000 veterans; dependents and survivors may become recipients of veterans' benefits. The Department of Veterans Affairs provides claims assistance, information and referral, and advocacy to county residents. The department assists clients in filing claims for benefits and services to which they may be entitled from federal, state, and local, governments. These benefits include medical care, life insurance, home loans, pension benefits, disability compensation, education, and vocational rehabilitation. The Department of Veterans Affairs employees are often the initial contact with the VA system for veterans and recently discharged military personnel in our community.

Services to the veterans' community are concentrated in the following four areas:

##### Claims Assistance

- Provide benefits counseling, claim preparation, and development of probative evidence.
- Monitor claim adjudication and resolve issues or questions in favor of the veteran. Provide assistance with administrative and appellate review of claims.
- Administer the California College Fee Waiver program for dependents of disabled veterans in San Bernardino County.

##### Information and referral to other programs

- Make referrals to other county departments, i.e., Aging and Adult Services, Transitional Assistance Department, Community Services, Behavioral Health, County Recorder, etc.
- Provide information and referrals to area homeless providers and emergency services providers.
- Make referrals to state and federal agencies including Social Security and SSI, Employment Development, Rail Road Retirement, USDVA Vet Centers, Department of Defense, etc.

##### Advocacy

- Individual advocacy entails resolution of adjudicative questions and concerns related to processing of an individual veteran's claim.
- Advocacy at the policy level includes resolution of local policy and procedural issues that better serve the bureaucracy rather than our veterans.
- Legislative advocacy involves providing state and federal elected officials with technical assistance regarding veterans' legislation and coordinating local legislative support as necessary.



### Outreach

- Conduct outreach at retirement homes, mortuaries, schools, military separation programs, and service organizations like the American Legion, Disabled American Veterans, Veterans of Foreign wars, Elks, Rotary, etc., for the purpose of informing the community of veterans' benefits and services.
- Participate in community events relevant to veterans: job fairs, stand-downs, government day events, etc.

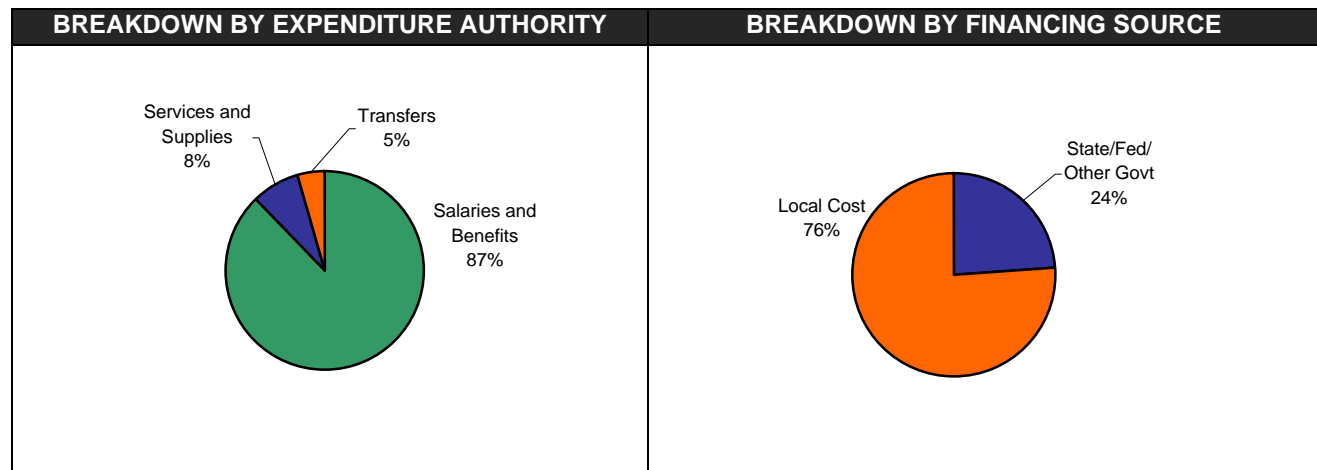
## IV. 2005-06 ACCOMPLISHMENTS

- The department provided services to 14,584 residents.
- Veterans Affairs claims work efforts produced \$17,870,186 in new federal benefits for county residents.
- The department processed and approved 569 California College Fee Waivers for dependents of disabled veterans living or attending school in San Bernardino County. This saved county residents \$1,420,391 in tuition and fees at California state colleges and universities.

## V. SUMMARY OF BUDGET UNITS

	2006-07			
	Appropriation	Revenue	Local Cost	Staffing
Veterans Affairs	1,375,189	327,500	1,047,689	18.0

## VI. 2006-07 BUDGET



## VII. GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

### GOAL 1: EMPHASIZE HIGHER STANDARDS OF CUSTOMER SERVICE

*Objective A: Revise customer service policy to ensure full commitment to our customers which will require participation and support of Veterans Affairs employees.*

*Objective B: Continue customer service and post-interview telephone surveys on a regular basis.*



MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
1A. Percentage of written and telephonic customer service survey results receiving between scores of 3 (above average) to 4 (outstanding) in overall customer satisfaction ratings.	N/A	90%	90%	98%
1B. Percent of supervisory interview and case review receiving scores of 4 (exceeds standards).	N/A	90%	90%	96%

### **Status**

Customer service policy has been changed to more easily and efficiently determine the satisfaction of service received by our clientele. Phone messages are given to a Veterans Service Representative (VSR) instead of being placed in a central area and being answered by whichever VSR has the first opportunity to return calls. It also specifies time limits on how long our clients should be waiting in the lobby and how long staff takes in returning phone calls.

The amount of feedback received from surveys has been excellent. The veterans who have been contacted have been impressed that employees have taken time out of their day to listen to their concerns.

**GOAL 2: PROMOTE STAFF TRAINING AND DEVELOPMENT IN ACCORDANCE WITH STATE AND NATIONAL TRAINING STANDARDS IN ORDER TO MEET CONTINUING EDUCATION UNIT (CEU) REQUIREMENTS AND TO MAINTAIN UNITED STATES DEPARTMENT OF VETERANS AFFAIRS (USDVA) ACCREDITATION.**

*Objective A: Continue to collaborate with other southern California counties to conduct regional quarterly staff training.*

*Objective B: Veterans Service Representatives will continue to attend periodic state and national sanctioned training conferences each year on a rotational basis.*

MEASUREMENT	2005-06 (Actual)	2006-07 (Projected)	2006-07 (Estimated)	2007-08 (Projected)
2A. Percentage of technical staff that will attend quarterly regional training.	NEW	NEW	NEW	100%
2B. Percentage of technical staff that will attend state training conferences.	NEW	NEW	NEW	66%

### **Status**

Seven southern counties currently meet at a central location and share in training and the exchange of ideas and information.

VSR's attend state sanctioned training on a rotational basis. This year up to nine employees will attend training held at statewide conferences.

## **VIII. 2006-07 APPROVED ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)**

The department did not have any approved policy items for 2006-07.

## **IX. 2007-08 REQUESTS FOR ADDITIONAL GENERAL FUND FINANCING (POLICY ITEMS)**

The department is not requesting any additional general fund financing for 2007-08.

## **X. 2007-08 PROPOSED FEE ADJUSTMENTS**

The department is not requesting any proposed fee adjustments for 2007-08.

If there are questions about this business plan, please contact Bill Moseley, Director, at (909) 387-5527.

